



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: KAKIZAKI, et al.

Serial No.: 09/848,916

Group Art Unit: 2633

Filed: May 4, 2001

Examiner: NEGASH, Kinfe Michael

For: **A PROTECTION SWITCHING APPARATUS FOR 1+1 OPTICAL
TRANSMISSION LINES**

Certificate of Mailing

I hereby certify that this paper is being sent via First Class Mail to the Commissioner for Patents, Alexandria, VA 22313-1450, on the date shown below.

On August 31, 2004

Iris C. Rousey

RECEIVED

SEP 09 2004

Supervisory Examiner Jason Chang
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

COMMUNICATION

Technology Center 2600

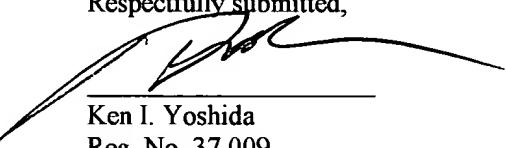
Sir:

I had two telephonic conferences on August 24, 2004 and August 31, 2004 with Examiner Negash for the above referenced case. Unfortunately, Examiner Negash's attitude in these two telephonic conferences has turned out to be unprofessional. During the first telephonic conference, I asked for a telephonic interview since the section 112, second paragraph rejection does not pinpoint the source for indefiniteness in the preamble. Examiner Negash refused to grant a telephonic interview without a reason. When I suggested that a telephonic interview would expedite prosecution by avoiding unnecessary response for amending claims, the Examiner started raising his voice and repeatedly yelled "Do your job."

After complaining about the above situation to his supervisory Examiner, Jason Chan, Examiner Negash called back. His first statement on August 31, 2004 was that "you are arrogant." In the subsequent discussion, since the Examiner was not willing to answer my question, I immediately terminated the discussion.

As described above, his customer relation skill is extremely poor. In addition, because of his unprofessional customer interfacing skills, his substantive examination duty is not effectively performed. In my over ten years of practice before the USPTO, Examiner Negash is certainly an isolated case. However, I believe that the situation clearly requires serious attention. I would like to see that Examiner Negash be given a clear signal for correcting his future customer skills. If I do not receive a written response to this communication within a reasonable amount of time, I would like to forward this communication to a higher authority.

Respectfully submitted,



Ken I. Yoshida
Reg. No. 37,009

Date: August 31, 2004

KNOBLE YOSHIDA & DUNLEAVY LLC
Eight Penn Center, Suite 1350
1628 John F. Kennedy Blvd.
Philadelphia, PA 19103
(215) 599-0600